

February 27, 2002

Administrative Letter 2002-2

TO: ALL INSURANCE COMPANIES; HEALTH, DENTAL, OPTOMETRIC AND LEGAL SERVICES PLANS; AND HEALTH MAINTENANCE ORGANIZATIONS LICENSED IN VIRGINIA

RE: **WITHDRAWING REQUIREMENT TO PROVIDE PAPER COPIES OF CERTAIN ADMINISTRATIVE LETTERS TO APPOINTED AGENTS; USE OF BUREAU OF INSURANCE WEB SITE**

There are now a number of Administrative Letters (listed below) in which the insurer is requested to provide a copy to each newly appointed agent. The Bureau has been checking for compliance with these requests during the course of market conduct examinations, and compliance has been, at best, sporadic.

The Bureau was recently asked by one of its domestic insurers whether, in light of the fact that all administrative letters are now available on the Bureau's web site, <http://www.state.va.us/scc/division/boi/webpages/administrativetrselection.htm>, the Bureau might consider allowing insurers to notify their newly appointed agents of the need to review the administrative letters and to provide the web site address at which such letters might be viewed, in lieu of requiring paper copies of each administrative letter to be provided to each newly appointed agent.

I have considered this request, and I believe it is a reasonable one. Effective immediately, therefore, insurers will be permitted to discontinue providing paper copies of the Administrative Letters listed below (as well as any future administrative letters in which insurers are directed to provide copies to current or newly appointed agents). Instead, insurers will be permitted to direct agents to the specific letters on the Bureau's web site.

It is, however, important that insurers emphasize to their agents the importance of reviewing these Administrative Letters. Compliance with the Bureau's request to assure that agents are made aware of the letters and how to access them will continue to be monitored. Newly issued Administrative Letters should be referenced, with directions as to how to access them, in communications with appointed agents, such as newsletters, commission statements, or the like. With respect to newly appointed agents, while each insurer is free to use its own wording, I am requesting that a **separate document** be inserted in each new agent's packet with a statement similar to the following:

THE BUREAU OF INSURANCE REQUIRES US TO MAKE YOU AWARE OF CERTAIN ADMINISTRATIVE LETTERS SPECIFICALLY APPLICABLE TO YOU AS A LICENSED AGENT IN VIRGINIA. A COMPLETE LISTING OF THE BUREAU'S ADMINISTRATIVE LETTERS CAN BE FOUND, BY YEAR OF ISSUANCE, AT THE BUREAU OF INSURANCE WEB SITE AT:

<http://www.state.va.us/scc/division/boi/webpages/administrativetrselection.htm>

SPECIFICALLY, YOU SHOULD REVIEW, AT A MINIMUM, THE FOLLOWING ADMINISTRATIVE LETTERS:

LETTER NUMBER	SUBJECT	LIFE/ HEALTH	HMO/ MCHIP	PROP/ CAS	TITLE
1981-15	Adverse Underwriting Decisions	✓	✓		
1981-16	Adverse Underwriting Decisions			✓	
1997-1	Insurance Activities Requiring Persons To Be Licensed	✓	✓	✓	✓
2001-9	SCC Advises Agents to Beware when Selling Health Insurance Coverage	✓	✓		
2002-1	Procedures To Recognize Military Call-Up To Active Duty – Agent Licensing and Agent Appointment Processes	✓	✓	✓	✓

Attached to this administrative letter you will find a reproduction of the site map to the Bureau's web site. There is a great deal of useful information for companies, agents, and consumers that can be accessed in this manner, and companies are urged to familiarize themselves with what is available in order to reduce correspondence, telephone calls, telefaxes, and e-mails asking for information or forms that are readily accessible via the web site. The address for the Bureau's home page is:

<http://www.state.va.us/scc/division/boi/>

Your cooperation with and attention to these requests will be appreciated.

Sincerely,

Alfred W. Gross
Commissioner of Insurance

AWG/gm
Attachment

Virginia State Corporation Commission



Bureau of Insurance

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Site Map

[Bureau Home Page](#)

[Information for All Consumers](#)

[Consumer Alert!](#)

[Consumer Complaints and Assistance](#)

- [Tips For Buying Insurance](#)
 - [Shopping Tips for Life & Health Insurance](#)
 - [Shopping Tips for Property & Casualty Insurance](#)
- [How To File A Complaint](#)
 - [What To Do When A Problem Occurs](#)
 - [Complaint Forms](#)
- [Know Your Rights](#)
 - [Know Your Rights regarding Homeowners Insurance](#)
 - [Know Your Rights regarding Personal Automobile Insurance](#)
 - [Know Your Rights regarding Insurance for your Business](#)
 - [Know Your Rights regarding Life and Health Insurance](#)
- [Privacy & Insurance Information Practices](#)
- [National Flood Insurance Program](#)
- [Workers' Compensation Loss Cost Multipliers](#)
- [Long-Term Care Forms](#) - guidance on purchasing LTC Insurance
- [Special Advisory Commission on Mandated Health Insurance Benefits](#)

[Consumer Insurance Guides and Publications](#)

- [Life and Health Insurance](#)
- [Property and Casualty Insurance](#)

[Find A Company](#)

[Consumer Information for Seniors](#)

- [Consumer Insurance Guides & Lists](#)
- [Important Phone Numbers & Addresses](#)
- [2002 Medicare Changes](#)

- [2002 Tax Qualified LTC Figures](#)
- [Prescription Assistance for Eligible Medicare Recipients](#)
- [Senior Web Links](#)

Outreach

- [Life and Health Consumer Outreach](#)
- [Property and Casualty Consumer Outreach](#)
- [Speaker Request Form](#)
- [Outreach Activities](#)

Office of the Managed Care Ombudsman

- [What is the Office of the Managed Care Ombudsman?](#)
- [Office of the Managed Care Ombudsman Brochure](#)
- [View Annual Reports of the Office of the Managed Care Ombudsman](#)
- [10 Tips to Help You Understand Your Coverage under Your Managed Care Health Insurance Plan](#)
- [Consumer Assistance - Managed Care Health Insurance Plan problems & questions](#)
- [Virginia Health Insurance Mandated Benefits](#)
- [Consumer Guides](#)
- [Independent External Appeals](#)

Independent External Appeals

- [External Appeal Forms](#)
- [More Information on External Appeals](#)
- [Office of the Managed Care Ombudsman](#)

Information for Agents, Consultants & Other Licensees

- [Licensing Requirements & Application Fees Chart](#)
- [Forms & Applications](#)
- [Licensing Procedures](#)
 - [Licensing Procedures for Nonresident Insurance Agents to Obtain Authority in Virginia.](#)
 - [Information and Procedures for Becoming Licensed As an Insurance Consultant in Virginia.](#)
 - [Licensing Procedures for Managing General Agents to Obtain Authority in Virginia.](#)
 - [Licensing Procedures for Surplus Lines Broker to Obtain or Renew Authority in Virginia.](#)
 - Virginia Agent Licensing Procedures are outlined in the Bulletin published by the license examination contractor. Please visit their site for procedures:
<http://www.experioronline.com/vainsurance.htm>
 - Virginia Continuing Education Requirements are outlined in the Handbook published by the Continuing Education Board's Administrator, Experior Assessments, LLC. Please visit their site for requirements:
<http://www.experioronline.com/vace.htm>.

- [Interactive Voice Response System](#)
 - [Agent Licensing Information](#)
 - [Agency Licensing Information](#)
 - [Agent Appointment Information](#)
 - [Agency Appointment Information](#)
 - [Licensing Procedures](#)
 - [Having Forms and Procedures Faxed to you](#)
 - [Address Information](#)
- [Administrative Letters that should be reviewed by every agent](#)
- [Licensing Frequently Asked Questions](#)
- [Testing and Continuing Education](#)
- [Surplus Lines Brokers: Tax Filing Information](#)
- [Common Violations of the Consumer Real Estate Settlement Protection Act \(CRESPA\)](#)

Information for Insurers.

- [Terrorism Exclusion Endorsements: Commercial Lines Property and Casualty Insurance Policies \(Form VA CP 2002\)](#)
- [Licensing Procedures](#)
- [Administrative Tax Division: Tax Codes, Tax Rates & Filing Information](#)
 - [Tax, Assessment And Related Code Sites](#)
 - [Insurance Company Tax Filing Information](#)
 - [Surplus Lines Brokers Tax Filing Information](#)
 - [Tax Rates](#)
- [Common Problems Found During Property and Casualty Market Conduct Examinations](#)
- [Common Problems Found During Life and Health Market Conduct Examinations](#)
- [Virginia Property and Casualty Rule, Rate and Form Filing Guidelines Handbook](#)
- [NAIC Financial Standard State Filing Checklists](#)
- [NAIC Product Review Standard State Filing Checklists for L&H](#)
- [NAIC Product Review Standard State Filing Checklists for P&C](#)
- [Workers' Compensation Loss Cost Multipliers](#)

Bureau Divisions

- [Financial Regulation](#)
- [Life and Health Market Regulation](#)
- [Property and Casualty Market Regulation](#)
- [Administrative Services](#)

Links to Administrative Letters, Orders, Laws & Regulations

- [Administrative Letters](#)
- [Administrative Orders](#)
- [Insurance Laws](#)

- [Insurance Regulations](#)

[Address, Phone Numbers and Web Links](#)

[Press Releases](#)

[Frequently Asked Questions](#)

- **Street Address:** Tyler Building, 1300 E. Main St., Richmond, Virginia 23219
 - **Mailing Address:** P.O. Box 1157 Richmond, Virginia 23218
- **Toll Free Phone:** (Virginia Only) 1-800-552-7945 * **TDD Phone:** 804-371-9206
 - **BOI Main Phone:** 804-371-9741***Agents Licensing Phone:** 804-371-9631
- **Need additional information? Contact:** bureauofinsurance@scc.state.va.us
 - **Website questions? Contact:** webmaster@scc.state.va.us
 - [Go to State Corporation Commission's Home Page](#)